

**VISUAL
COMMUNICATION
SERVICES**

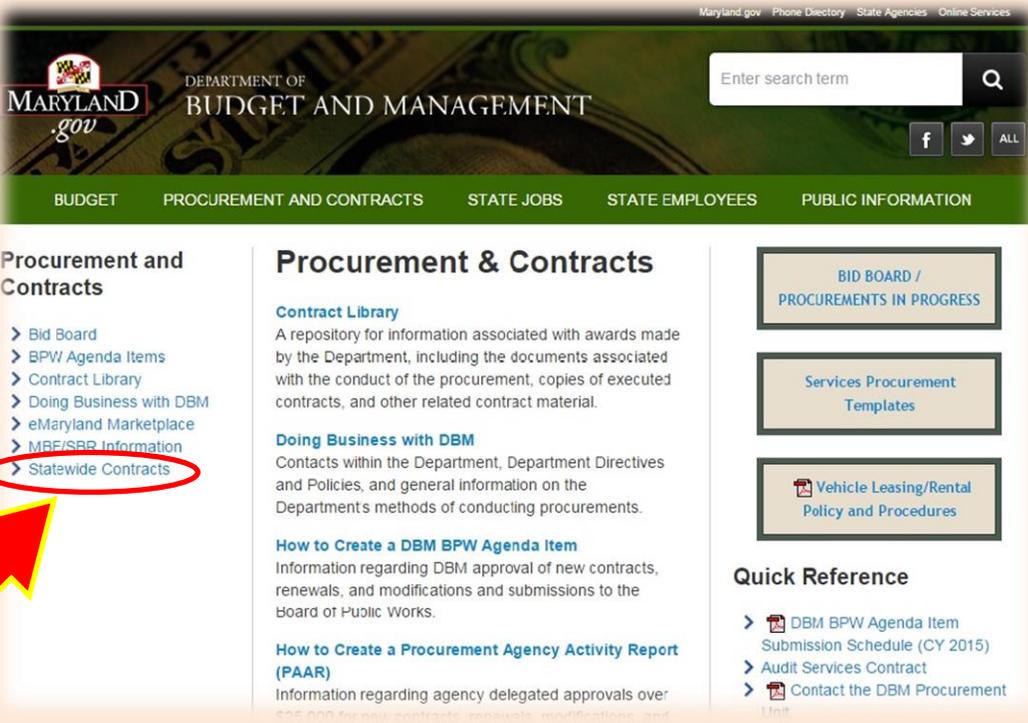
Webpage Guidance

#1: Visit the Department of Budget and Management's website: www.dbm.maryland.gov

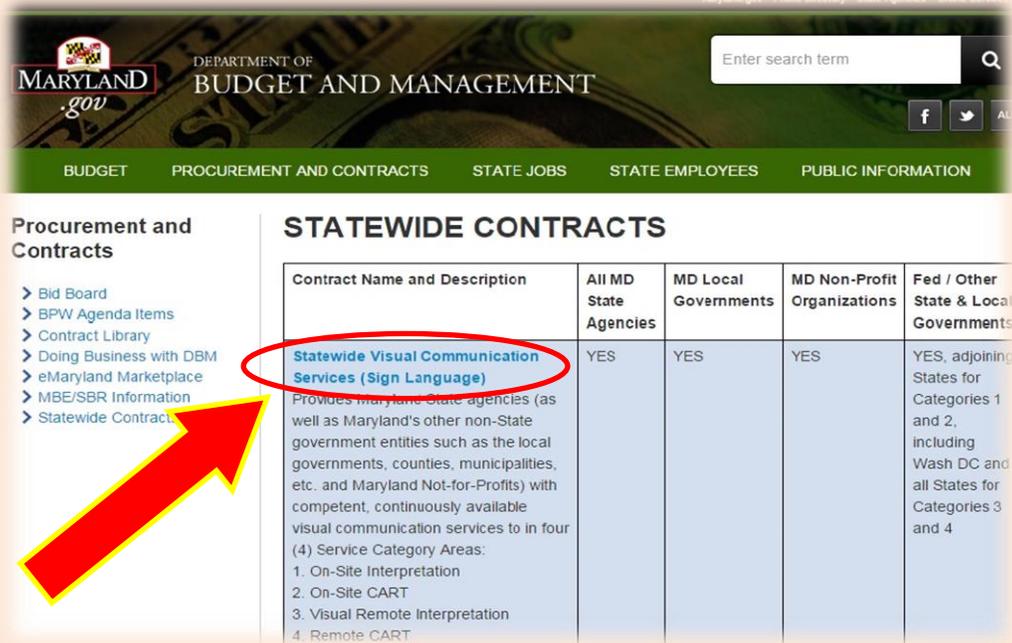
#2: Click "Procurement & Contracts"



#3: Click "Statewide Contracts"



#4: Click "Statewide Visual Communication Services"



You should arrive at the VISUAL COMMUNICATION SERVICES webpage

#5: Select the TYPE OF SERVICE you require from four options:

1. On-Site Interpretation (in-person sign language interpreter)
2. On-Site CART (Computer Assisted Real-Time Transcription)
3. Visual Remote Interpretation (sign language interpretation by video)
4. Remote CART (Computer Assisted Real-Time Transcription)



#6: Select the REGION

NOTE: Identify the Region by the **location where the meeting will be held, not** by the billing address. The Contractors vary by Region.

The screenshot shows the website header with the Maryland logo and navigation tabs: BUDGET, PROCUREMENT AND CONTRACTS, STATE JOBS, STATE EMPLOYEES, PUBLIC INFORMATION. The main content area is titled 'Category I - On-Site Visual Language Interpretation'. A red arrow points to the 'Region' dropdown menu which is currently set to 'Select a Region'. The dropdown list includes: Region I - Western (Allegany, Frederick, Garrett, Washington), Region II - Central (Anne Arundel, Baltimore City, Baltimore, Carroll, Harford, Howard), Region III - Eastern (Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, Worcester), Region IV - Capital (Montgomery, Prince George's), and Region V - Southern (Calvert, Charles, St. Mary's).

EXAMPLE

For Region II, the #1 ranked Contractor is "TCS Interpreting, Inc."

Note: The Contractor(s) must be contacted for services in ranking order, starting with the #1 ranked Contractor. Remember, the Contractors vary by Region.

This screenshot shows the same website page as above, but with 'Region II - Central (Anne Arundel)' selected in the dropdown menu. A red arrow points to the '#1-Ranked Contractor' field, which is circled in red and contains the text 'TCS Interpreting, Inc.'. Below this, contact information for Anne Tomkinson is provided: E-mail: Anne.Tomkinson@tcsinterpreting.com, Work: 240-428-1835, Fax: 240-428-1830, and E-mail: clientservices@tcsinterpreting.com.

If the #1 ranked Contractor is unable to provide Visual Communication Services or does not respond within the required time frame, select “**NO**” and the **#2 ranked Contractor will appear**.

Contact the #2 ranked Contractor to request Visual Communication Services.

Has the #1 ranked vendor provided confirmation for fulfilling your request within the acceptable timeframe? (Contractors must confirm within: 5 days for requests made 30 days or more in advance, 2 days for requests made 6-29 days in advance, and 1 day for requests made 3-5 days in advance.)

Yes

No (Vendor response shall be retained within the agency's records as proof that the highest ranked vendor was not selected, and is required for audit purposes.)



#2-Ranked Contractor:	Birnbaum Interpreting Services
Contact Info:	Contact: Christian Webster Toll-free: 800-471-6441 Fax: 301-565-0366 E-mail: bisCOORD@bisworld.com Or, for general questions, call Customer Service: 301-587-8885 Website for Online Registration: www.bisscheduling.com